Notes from SAM Refresher Training
February 15, 2006

<u>Open discussion:</u>

Q: VCU – Can the login session be made longer?
A: The session is actually 45 minutes long as long as you access the database with acquiring data. If you just click on to a different screen it will not “restart” the clock.

Q: TCC – What is the difference between mapped and non-mapped transactions?
A: Mapped transactions refer to agencies which are set up with a special mapper file to the G/L System. These agencies will show transactions as mapped and unmapped when moving a cardholder. Mapped transactions refer to transactions which have been mapped to the G/L System. Unmapped means they have not been sent to the G/L System. If your agency does not utilize a mapper, all transactions will be referred to as unmapped.

Q: WCC – I have 28 cards for my agency, would I have to set up all the folders by department or can I leave them all in the main PCard folder?
A: It is up to you if you want to set up the folders in a more detailed fashion which relates to your agencies departmental structure. We caution you that the more folders you set up, the more maintenance on your part will be required as the cardholders move departments, leave, etc. We suggest you set up a Closed Accounts folder and move any closed accounts there to keep your reporting more cleanly. Just remember when you move a cardholder to a Closed Accounts folder; you need to select the option to move the cardholder only so that the cardholder’s transactions remain in your detail reporting under the old folder location.

Q: VDH – How do I get into Organization Structure?
A: Under Administration at the top menu bar then Organization

Q: SCC: Does access show all cards for an agency or just PCards or Travel?
A: The display is based on your login security. PCards are accessed by one user id and Travel cards are accessed by another user id.

Q: VCU: Under Cardholder Administration, can we see all accounting defaults for each cardholder on the bottom half of the screen?
A: Currently this is not available in this screen but we will forward this as an Enhancement Request.

Q: VCU: Do we call the Help Desk if I get locked out of SAM?

A: No, you will contact cca@doa.virginia.gov or 804-371-4350 and provide the user id and DOA will unlock the access.

Q: VDH: Having issues from navigating from one screen to another and then it logs you out. Also, items were grayed out when they should have been .
A: When you encounter these issues call the GE Help Desk 866-843-1368 option 3.

Q: TCC: What is the difference between User and PCard in the Organization Administration screen.
A: User means the individual has been set up by DOA as having a User ID. They can be set up as a PA or just reporting access. PCard represents that the individual has a PCard issued in their name. Travel represents that the individual has a Travel card issued in their name. This can be an Individual Travel Card or Agency Travel Card.

Q: VDOT: What would be listed under a Merchant Query?
A: All data fields under the Merchant screen is available to query and display on. Click on the down arrow and all the fields will be shown to choose from.

Q: ?: Can you clarify if a vendor is flagged as DMBE is it truly DMBE?
A: Yes, DMBE sends GE a data file on a set schedule with all DMBE Certified vendors which are loaded into the SAM Database. Under Reports Wizard, Custom Reports, DMBE, this is the customized report that DMBE designed for your use. When you run the report it will display for the defined period of time what spend on the GE MasterCard was with DMBE Certified vendors. This report is the same report that DMBE pulls each month for their use.

NOTE: If there is a vendor listed that you feel is not reflected properly, please contact DMBE directly. Do not contact DOA or GE since DMBE is the owner of the data for certified vendors. The same thing goes for any vendor not showing up which you feel should, please contact DMBE and they will assist you.

Q: WCC: Can a high level report for all VCCS be done for DMBE stats?
A: Have someone from VCCS contact Valerie at DOA for further information.

Q: ?: How can I run a listing of cardholder's transactions in between a cycle?
A: Under Query Wizard, select Cardholder query with addendum detail of transaction. Use the filters to show transactions between 2 dates. If you want to pull for just one of your cardholders add a filter of Cardholder Name Like Smith or you can use Account Num like xxxxxxxxxxxxxxxx.

Q: DOC: How close is GE to showing industry restrictions online?

A: We have submitted an enhancement request for this. In the meantime, DOA will be running a report each quarter and send to the agency PA and backup showing how their cards are set up as of a certain day. PA's can use this to monitor appropriate restrictions being on cards throughout the year.

Q: DOC: How close is GE to showing transaction limit on paper statements and the information sent with a card?
A: DOA is working on a customized statement to reflect more information pertaining to transactions as well as an enhancement request has been submitted on the card mailer to show both transaction limit and monthly limit.

Q: ?: Is Credit Limit the same as Monthly Limit?
A: Yes it is the same.

Q: SCC: How long is this SAM training going to take?
A: 2 hours.

Q: ?: Is CAPP Topic 20355 being revised?
A: Yes, we are hoping to have it issued by the first of March.

Q: ?: Is Supervisor/Reviewer training available for this year?
A: Yes, it is out on the web site now. All other trainings are also available on our website.

Q: ?: Is a backup PA needed? If so what is needed to identify them?
A: Yes, it is highly suggested in case of vacation or absence DOA and GE know who they can contact in case of any issues. On the web site under Forms is a form called GE Program Administrator form. Complete this and fax it to DOA at 804-786-9201.

Q: UMW: How can we see merchants associated to a particular agency?
A: Amanda from GE will research and send screen shots to DOA to forward out.

Q: WCC: Will the Custom DMBE report pull all of COV or just my agency?
A: It will provide results based on your security access which is your agency.

Q: SCC: If we have technical issues or in running reports/queries who do we call?
A: Call GE Help Desk 866-843-1368 option 3.

Q: TAX: Can an agenda be provided for future calls?
A: Yes it will be included in the login information for the next call. Also, if anyone has any specific requests, email them to cca@doa.virginia.gov and we will put it on the agenda. Also Q&A's will be posted on the website after the calls as well.

Q: TAX: What is the difference between PA Monthly Calls and SAM training?
A: The Monthly PA Calls are only conference calls only for PA's and backups for both PCard and Travel Card programs. SAM refresher training is a conference call along with online internet training. This is open to all users of SAM to include PA's and those who need report access only.

Q: VCU: What day should I schedule to run my mapper?
A: Schedule it to run between 3am and 5am and if the cycle closes on the 15th, you should run it on the 18th. If the cycle closes a day later, you should move the schedule out one day.

Q: TAX: How are the Accounting data loaded?
A: DOA provided GE with a data file from CARS and this will be updated every 6 months.

***Additional notation* – Just a reminder to cardholders to never give cardholder account information to anyone who calls claiming they need this information If cardholders receive such a call for their GE MasterCard, recommend that they hang up and contact the CRR number at 1-866-843-1368.**